

**FAKTOR-FAKTOR YANG MENYUMBANG TERHADAP
KEPUASAN KERJA DI KALANGAN STAF MAKMAL
SEKOLAH-SEKOLAH MENENGAH AWAM DIDAERAH
KUALA LUMPUR**

Kertas projek ini diserahkan kepada Sekolah Siswazah untuk memenuhi
sebahagian daripada keperluan Ijazah Sarjana Sains (Pengurusan)
Universiti Utara Malaysia

oleh

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KEBENARAN MENGGJNA

Dalam menyerah kertas projek **ini** sebagai keperluan pengajian lepasan ijazah Universiti Utara Malaysia (UUM), **saya** bersetuju supaya pihak perpustakaan UUM mengadakan kertas projek **ini** bagi tujuan rujukan. **Saya juga** bersetuju bahawa kebenaran untuk membuat salinan keseluruhan atau sebahagian daripadanya, **bagi** tujuan akademik mestilah mendapat kebenaran daripada penyelia **saya** atau semasa ketiadaan beliau, kebenaran **tersebut** boleh diperolehi daripada Dekan Sekolah Siswazah. Sebarang penyalinan atau sebahagian daripada kertas projek **ini**, untuk pemerolehan kewangan tidak dibenarkan **tanpa** kebenaran daripada **saya**. Di **samping** itu pengiktirafan kepada **saya** dan UUM seharusnya diberikan dalam kegunaan bahan-bahan yang terdapat dalam kertas projek **ini**.

Permohonan untuk kebenaran membuat salinan atau lain kegunaan, **sama ada** secara keseluruhan atau sebahagiannya, boleh dibuat dengan menulis kepada:

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ABSTRAK

Tujuan kajian ini adalah untuk mengkaji faktor-faktor yang menyumbang terhadap kepuasan kerja di kalangan staf makmal sekolah-sekolah menengah awam di Daerah Kuala Muda/Yan. Selain daripada tahap kepuasan kerja keseluruhan berdasarkan kepada faktor-faktor demografi seperti jantina, umur, keturunan/kaum, status perkahwinan, perjawatan, dan tempoh perkhidmatan, kajian ini juga mengukur tahap kepuasan kerja bagi kelima-lima dimensi kepuasan kerja, iaitu pekerjaan itu sendiri, gaji, kenaikan pangkat, penyeliaan, dan teman sekerja.

Sebanyak 75 borang soal selidik telah diedarkan kepada responden yang terdiri daripada staf makmal sekolah-sekolah menengah awam di Daerah Kuala Muda/Yan. Tujuh puluh satu daripada 75 borang soal selidik yang dikembalikan itu didapati boleh guna.

Data yang diperolehi dianalisa secara deskriptif dan inferensial dengan menggunakan perisian komputer SPSS/PC+ for MS Windows. Kaedah perbandingan melalui ujian-t dan *one-way ANOVA* digunakan untuk mengkaji kesan faktor-faktor demografi ke atas kepuasan kerja.

Hasil kajian menunjukkan bahawa tahap kepuasan kerja keseluruhan staf makmal sekolah-sekolah menengah awam di Daerah KMY adalah setakat sederhana puas.

Di **samping** itu, didapati bahawa terdapat perbezaan yang signifikan di antara tahap kepuasan kerja keseluruhan min yang dihadapi oleh pembantu makmal dan pembantu makmal **rendah** ($t = 2.122$; $p = 0.037$). **Sebaliknya**, hasil kajian **ini** menunjukkan bahawa tidak terdapat perbezaan yang signifikan di antara tahap kepuasan kerja keseluruhan min yang dihadapi oleh staf makmal berdasarkan jantina, **umur**, **keturunan/kaum**, status perkahwinan, dan tempoh perkhidmatan.

Daripada hasil kajian **ini**, adalah dicadangkan supaya tahap kepuasan terhadap gaji dan peluang kenaikan **pangkat** staf makmal dipertingkatkan dengan menyemak semula tingkat gaji dan peluang kenaikan pangkat mereka **oleh Jabatan Perkhidmatan Awam**, dan program latihan dan pembangunan dirancang dan dilaksanakan **pada** peringkat kebangsaan, negeri, daerah dan sekolah diadakan **untuk staf** makmal supaya tahap kepuasan terhadap pekerjaan itu sendiri dapat dipertingkatkan. Staf makmal dengan sendirinya **harus** bersikap lebih **proaktif** dalam membantu mempertingkatkan tahap kepuasan kerja mereka.

ABSTRACT

The aim of this study is to examine the factors that contribute towards the job satisfaction among the lab staff of public secondary schools in the Kuala **Muda/Yan** District. Apart from the total job satisfaction based on demographic factors such as gender, age, race/origin, marital status, post, and length of service, this study also measures satisfaction levels for all the five dimension of job satisfaction, that is the work itself, pay, promotion, supervision, and co-worker.

A total of 75 questionnaires were distributed to the respondents that were made up of the lab staff of public secondary schools in the Kuala **Muda/Yan** District. Seventy one out of the 75 questionnaires returned were found to be usable.

The data obtained were analyzed by descriptive and inferential statistics using the computer program of SPSS/PC+ for MS Windows Version. Comparison method, through the t-test and the one-way ANOVA, was used to examine the effects of the demographic factors on job satisfaction.

The findings of this study indicate that the total job satisfaction of the lab staff of the public secondary schools in the KMY District is just at the moderate level.

Apart from that, it is found that there is a significant difference between the mean total job satisfaction level faced by the lab assistant and the junior lab assistant ($t = 2.122$; $p = 0.037$). Conversely, the results of this study also indicate that there are no significant differences between the mean total job satisfaction levels faced by the lab staff based on their gender, age, race/origin, marital status, and length of service.

From the findings of this study, it is suggested that satisfaction levels with pay and promotion of the lab staff be enhanced through revision of their pay and chances for promotion by the Public Service Department, and the training and development programs designed and implemented at the national, state, district, and school levels be given to the lab staff so that their satisfaction level with the work itself can be enhanced. The lab staff themselves should be more proactive in assisting to enhance their job satisfaction level.

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**Sekolah Siswazah
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BAB 1

PENGENALAN

Kepuasan kerja adalah satu isu utama di kalangan pekerja. Ia merupakan satu isu sosial penting yang senantiasa memerlukan perhatian yang serius. Walaupun kepuasan kerja merupakan salah satu daripada perkara yang paling diminati oleh para pengkaji dan telah diperbincangkan dengan meluasnya, namun kepuasan kerja adalah di antara perkara-perkara yang paling sukar untuk ditakrifkan.

Penakrifan kepuasan kerja adalah berbeza-beza dalam kajian-kajian yang telah dibuat. Hoppock (1935) menakrifkan kepuasan kerja sebagai “sebarang kombinasi keadaan dari segi psikologi, fisiologi dan persekitaran yang menyebabkan seseorang itu berkata secara bersungguh-sungguh bahawa saya ceria dengan pekerjaan saya”. Brayfield dan Rothe (1951) pula merujuk kepada sikap terhadap pekerjaan. Smith, Kendall, dan Hulin (1969) menakrifkan kepuasan kerja sebagai perasaan seorang pekerja terhadap pekerjaannya. Jorde (1984) melaporkan bahawa kepuasan kerja boleh diterangkan sebagai pengimbangan di antara perasaan positif dan negatif terhadap sesuatu pekerjaan yang tertentu. Wood (1973) sebaliknya menakrifkan kepuasan kerja sebagai “syarat-syarat kepuasan terhadap kerja

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